



Parental Involvement *Strategy*



North Ayrshire Council
Comhairle Siorrachd Àir a Tuath

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1. Introduction

*North Ayrshire Council recognises Parents, Carers and families are the most important influences in a child's life. Parental involvement and engagement in early learning and school influences a pupil's achievement and wellbeing. The Scottish Government has set out a vision for parental involvement and engagement in the **Learning Together National Action Plan**. The Action plan takes account of national and international evidence that the involvement and engagement of parents in their children's development and learning are key to raising attainment and achievement.*

At a local level, parental involvement and engagement in early learning and school has great importance within the delivery of North Ayrshire's Children Services Plan and the Council Plan Delivery Plan priority which focuses on ensuring children and young people experience the best start in life in North Ayrshire.

This Parental Involvement Framework has been informed by the 'Learning Together Action Plan' and the Education Service's parental surveys 2017 and 2018 with a clear focus on realising local and national priorities. North Ayrshire Council is committed to improving the quality of parental involvement and engagement throughout all stages of their child's development and to overcome barriers preventing families from engaging with their child's school.



Our Vision:

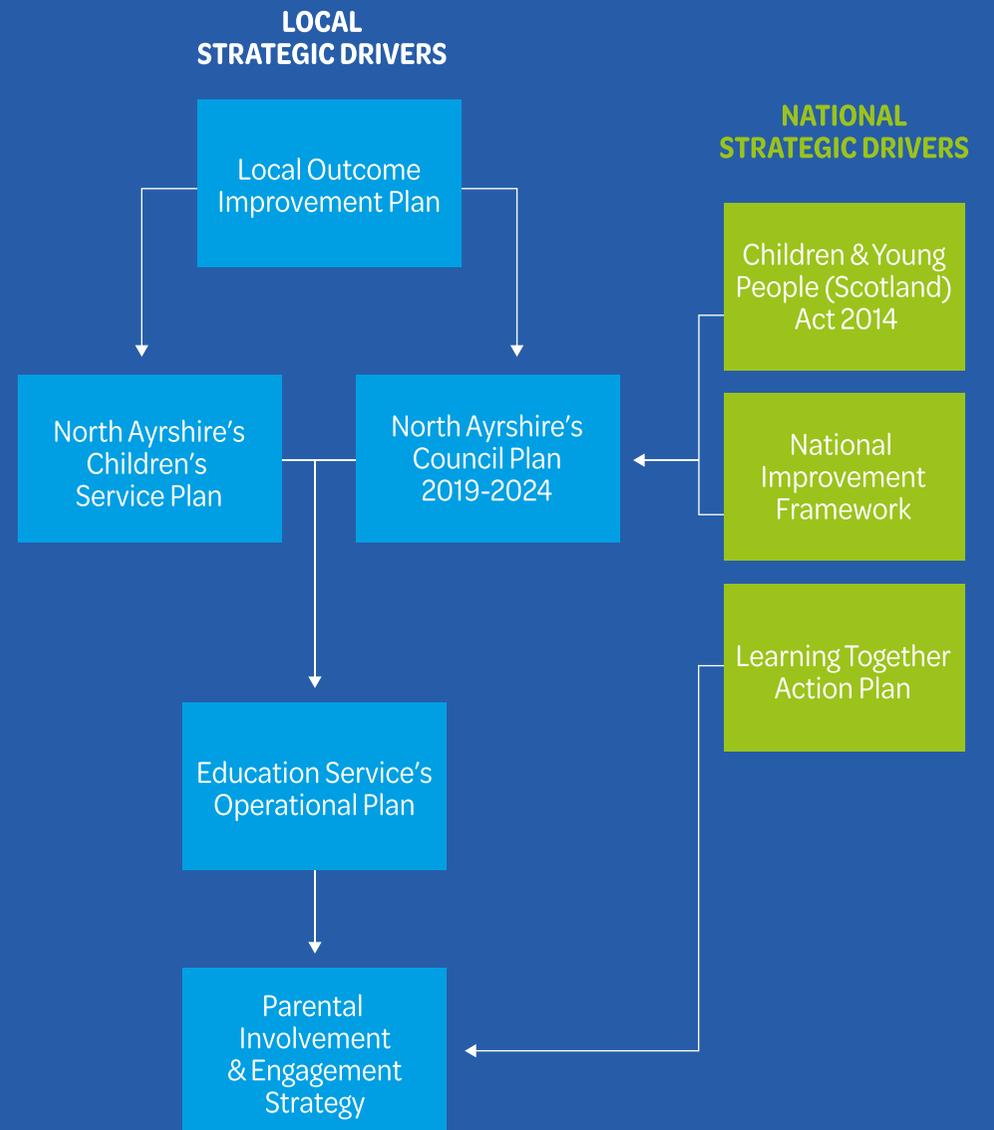
- *All parents and families will be warmly welcomed within our schools. They will be encouraged to play an important role within the school community.*
- *Parents will be supported and encouraged to become actively engaged in their child's learning and development, both in school and at home, providing consistency of approach to enable our young people to achieve.*
- *Schools will be supported to promote Family Learning opportunities within all Early Years Centres, Primary and Secondary schools. The Family Learning teams will work with schools to increase family learning opportunities, taking into the needs of the families and their communities.*
- *North Ayrshire Council is committed to enhancing existing partnerships with parents and families and establishing clear routes of communication. This will allow schools to maintain an ongoing dialogue with families about their children's learning, report on progress being made and together reflect on how well the school is doing.*

TABLE KEY: PAGES 5 – 18



NAC	North Ayrshire Council
S	Schools
EY	Early Years
C	Connect
FLT	Family Learning Team
ASNS	Additional Support Needs Schools
SM/HT	Senior Managers/Head Teachers





2. Framework

Parental Involvement



What	How	Who	Impact	Measures
<p>GOAL A – REPRESENTATION</p> <p>Strengthen parental representation in the life and work of early years and childcare settings in schools and centres.</p>	<p>North Ayrshire Council (NAC), and our schools and centres, will continue to promote Parent Councils as partners in school improvement. All parents will be encouraged and supported to become involved in their school’s Parent Council to ensure a wide variety of views are represented.</p> <p>North Ayrshire Council will provide appropriate levels of funding, advice, training and support to Parent Councils to continually support positive relationships with the school and wider parent forums.</p> <p>Parent Councils consider how to minimise the impact of cost on each child’s experience of school. e.g. Use of the ‘Toolkit for Parent Councils on the Cost of the School Day’ to support engagement with families living in the most deprived areas.</p> <p>NAC and schools will continue to involve parents in the recruitment of Head Teacher and Depute Head Teachers.</p>	<p>NAC S</p> <p>EY</p> <p>NAC</p> <p>NAC</p> <p>S EY</p>	<p>Improved engagement with parents supports the identification of and planning for areas for improvement.</p> <p>Parents have increased access to support and advice.</p> <p>Families have more opportunities to be active within their school community.</p> <p>Greater involvement of parents and views are valued.</p>	<p>Attendance and participation at school council meetings.</p> <p>School evaluation.</p> <p>Evaluation from Parent Council training sessions.</p> <p>Parental surveys/questionnaires within schools.</p> <p>Participation in the Recruitment and Selection process.</p>

<i>What</i>	<i>How</i>	<i>Who</i>	<i>Impact</i>	<i>Measures</i>
<p>GOAL B – COLLABORATION</p> <p>Expand opportunities for ALL parents to collaborate at every level of their child’s education.</p>	<p>North Ayrshire Council will continue to maintain a database of Parent Council Chair contact details to enable the sharing of information to support them to fulfil their role, meeting bi-annually with key Local Authority staff.</p>		<p>Improved communication.</p>	<p>Sustained participation of Parent Council Chair and members.</p>
	<p>NAC will communicate and distribute information at both local and national level from the National Parental Forum of Scotland and Scottish Government, including support and advice on Parental Leadership. NAC Senior Education Manager will meet on a termly basis with National Parent Forum Scotland Representative in North Ayrshire Council.</p>		<p>Parents have an improved understanding of local and national information.</p> <p>Increased parental participation and collaboration.</p>	<p>National Parental Involvement and Engagement Consultation participants.</p>
	<p>North Ayrshire Council will work with national parent organisations to identify opportunities for effective and meaningful collaboration.</p>	 	<p>Greater parental involvement in decision making at a local level.</p>	<p>The Family Learning Team programmes are adapted in response to parent survey data.</p>
	<p>North Ayrshire Council will use the Annual Family Learning Survey and the National Parental Involvement and Engagement Census to inform improvements in parental involvement and engagement.</p>	 	<p>Parents views are responded to and shape future services.</p>	

<i>What</i>	<i>How</i>	<i>Who</i>	<i>Impact</i>	<i>Measures</i>
<p>GOAL C – COMMUNICATION</p> <p>Improve communication with parents and families.</p>	<p>School handbooks will be developed in consultation with parents. These will be accessible, in their language, and the content will be shared in a range of ways, following guidance from NAC.</p>		<p>School handbook that is informative and user friendly.</p>	<p>School based self-evaluation.</p>
	<p>Connected Communities (CC) will share information about what’s on in their locality.</p>		<p>Increased awareness of local youth, adult and community provision.</p>	<p>Senior Manager visits – Quality Improvement Framework.</p>
	<p>Develop parent leaflet summarising the Parental Involvement and Engagement Strategy and Action Plan.</p>		<p>Improved parental knowledge and understanding of the strategy and action plan.</p>	<p>Questionnaires/ Parental surveys e.g. National Parental Involvement Engagement Survey.</p>
	<p>Parents will be given clear information about who to contact about their children as well as how to raise a concern.</p>			<p>Attendance and Feedback from Parents Evening.</p>
	<p>We will seek views of parents about a range of issues using the National Survey and the Annual Family Learning Survey.</p>		<p>Improved communication channels between parents and school/early years setting.</p>	
<p>Schools will continue to report to parents in a variety of ways, including online, written and face to face. Parents will receive feedback about their child’s development and what parents can do to further support their child.</p>		<p>Parents feel valued and consulted.</p> <p>Parents understand their child’s progress and next steps.</p>		

<i>What</i>	<i>How</i>	<i>Who</i>	<i>Impact</i>	<i>Measures</i>
<p>GOAL D – INFORMATION TECHNOLOGY</p> <p>Support early learning and childcare settings, schools and parents to exploit opportunities provided by IT to improve parental involvement and engagement.</p>	<p>NAC and schools will consult with parents to identify the best ways to communicate digitally with parents e.g. social media, texts, apps.</p> <p>All documentation will be available to read or download; this will include School Improvement Plan, Standards and Quality Report.</p>	<p>S EY</p> <p>S EY</p>	<p>Wider range of parents accessing digital technology communication.</p> <p>Parents easily access and understand documentation.</p>	<p>Number of parents accessing information online. E.g. number of parents logged onto school apps, number of followers, respondents to surveys.</p> <p>Questionnaires/ Parental surveys e.g. National Parental Involvement Engagement Survey.</p>
<p>GOAL E – VOLUNTEERING</p> <p>Widen opportunities for parents and families to volunteer with the school or early learning and childcare setting.</p>	<p>North Ayrshire council will develop a volunteering strategy and framework ensuring it considers the volunteering needs across schools and early years.</p> <p>The Family Learning Team will provide additional guidance to these volunteers to ensure their time is maximised and is in line with school protocols e.g. confidentiality.</p>	<p>S EY</p> <p>NAC</p> <p>FLT</p>	<p>School activities will be enhanced by the contribution of parent volunteers.</p> <p>Parents are valued as volunteers.</p> <p>Parent volunteers will use guidance and frameworks to feel confident in their role.</p>	<p>Number of parents involved in school life.</p>

Parental Engagement, Family Learning and Learning at Home



What	How	Who	Impact	Measures
<p>GOAL F – PARENTAL ENGAGEMENT</p> <p>Improve supports to parents and families to help them engage with their child’s learning.</p>	<p>We will endeavour to provide support for parents to engage with their child’s learning both in and out of school.</p> <p>This will include</p> <ul style="list-style-type: none"> • helping parents to understand how their child learns in school • how they are being assessed • how parents can support their child’s learning • helping parents to be actively involved in their children’s learning journey including setting targets, reporting on progress and discussion next steps • supporting parents during key transition times <p>We will provide information to parents through leaflets, social media and links to online learning resources.</p> <p>Information will be made available to parents to support their child in making informed decisions including information about course requirements and curriculum structures. Schools will signpost parents to external agencies such as Skills Development Scotland.</p>	<p>S EY</p> <p>S EY</p> <p>S EY</p> <p>S EY</p> <p>FLT</p> <p>S</p> <p>S EY</p> <p>FLT</p>	<p>Parents gain knowledge and understanding of how their child learns in school and how to support their learning at home.</p> <p>Parents report increased confidence in helping their children to develop and learn.</p> <p>Parents know how to prepare their child for transitions e.g. home/early years/primary/secondary/work or study.</p> <p>Parents are informed and enabled to support their children in their decisions on courses & pathways.</p> <p>Parents will be meaningfully involved in evaluative feedback about the impact their engagement is having on their child’s learning.</p>	<p>Questionnaires/ National Parental Engagement surveys.</p> <p>School self-evaluation.</p> <p>Senior Manager Quality Improvement Visits & Feedback.</p> <p>Feedback from Parent Councils.</p> <p>Data: Attendance and Feedback from Parents Evening; Parent Focus Groups; Transition Meetings; Course Choice Workshops/ Interviews; Family Learning Programmes; Formal Audits; Positive Destination Figures.</p>

What	How	Who	Impact	Measures
<p>GOAL F – PARENTAL ENGAGEMENT – (CONT.)</p>	<p>Schools will facilitate opportunities for parents to discuss progress, wider opportunities, additional support, achievements and any other aspects of their child’s learning in order to inform their future decisions.</p> <p>The Early Years Family Learning Team will work in partnership with Early Years Centres to deliver evidence-based parenting programmes including PEEP, The Incredible Years, and Triple P for aged up to 8 years old. The Family Learning Team can deliver Families Connect for 4-6-year olds.</p> <p>Schools will work with parents in their local community to identify how they can remove any barriers to participation e.g. creche facilities, bus tickets, links with Health and Social Care Partnership and the wider Communities Directorate.</p> <p>CC will provide schools with local community information e.g. employability hubs, men’s sheds, Age Concern, participatory structures, community councils.</p>	<p>S EY</p> <p>EY FLT</p> <p>FLT</p>	<p>Parents can access support to enable them to participate in their child’s learning or develop their skills/knowledge.</p> <p>Parents are provided with evidence-based information to support their child’s learning and wellbeing.</p> <p>Family is more involved in their school community through attending a range of school and family learning opportunities.</p> <p>Partnership with schools/ CC will be strengthened and families will be connected locally with a range of opportunities.</p>	<p>Early Years programme evaluations which may include the Strengths and Difficulties questionnaires. http://youthinmind.info/py/yiminfo/</p>

What	How	Who	Impact	Measures
<p>GOAL G – FAMILY LEARNING</p> <p>Increase the opportunities for families to access evidence-based family learning opportunities and programmes.</p>	<p>The Family Learning Team will work in partnership with Primary and Secondary schools to consult with families to identify programmes that meet the needs of families and the school community.</p> <p>North Ayrshire Council recognises the importance of family learning and will offer a range of interventions to suit the needs of families. These programmes will support</p> <ul style="list-style-type: none"> • Transition • Curriculum • Health and Wellbeing • Adult Learning • 1:1 Support for families <p>CC will provide Family Health and Wellbeing activities to promote active travel hubs, cycle paths and outdoor gyms. This will connect families with existing provision and link with volunteering opportunities.</p> <p>The Family Learning Team will continue to work with partners to quality assure Family Learning Programmes such as partnerships with Primary Languages Team, Playback ice, Save the Children, CELCIS, Scottish Book Trust and Educational Psychologists.</p> <p>North Ayrshire Council will draw on evaluation evidence from programmes and interventions and from wider national and international analysis.</p> <p>The Family Learning Team will develop a Family Learning Network to share best practice across the authority.</p>	<p>S FLT</p> <p>FLT S</p> <p>FLT S</p> <p>NAC</p> <p>FLT S</p>	<p>Families have an increased choice of activities/ opportunities within the communities.</p> <p>Families are more involved in their school community through attending a range of family learning opportunities.</p> <p>Parents know how to support their child’s development and emotional needs.</p> <p>Parents are more knowledgeable about how their child learns in school and how to support their learning at home.</p> <p>Families are participating in quality learning experiences.</p> <p>Improved attainment and achievement.</p> <p>Increased awareness of best practice.</p>	<p>Number of programmes delivered in school.</p> <p>Number of families engaging in programmes.</p> <p>Family evaluations.</p> <p>Family experience case studies.</p> <p>Questionnaires/ Parental surveys.</p> <ul style="list-style-type: none"> • Number of families accessing supports. <p>Partnership evaluations.</p>

Equalities and Equity



What	How	Who	Impact	Measures
<p>GOAL H – EQUALITIES AND EQUITY</p> <p>Work together to address barriers that limit parents’ involvement and engagement to include minority groups, Gypsy travellers, Parents of children with ASN, Parents of children and young people with English as an Additional Language, single parent families.</p>	<p>Ensure equalities duties are reflected in key strategic documents and policies.</p> <p>Through understanding the needs of the whole family, staff will ensure appropriate opportunities are given to discuss and agree support where required.</p> <p>Non-resident parents will have their address/contact details included on their child’s Enrolment Form. Schools will ensure that non-resident parents will be provided with the same information as the resident parent as appropriate.</p> <p>ASN families will have access to a Family Learning worker who will consult with parents to establish a parent network and family learning opportunities that reduces barriers to participation.</p> <p>Schools will raise awareness of NAC’s Anti-Poverty Strategy and approaches including Free School Meals, Holiday Meals, Clothing Grants and Food Vouchers. The Family Learning and CC can provide drop ins, 1:1 support or further advice.</p>	<p>S EY</p> <p>S EY</p> <p>ASNS S</p> <p>FLT</p> <p>S FLT</p>	<p>Increased awareness of equalities and equity commitments from all staff and parents.</p> <p>Parents and families will feel welcomed and included in the life of the school, and the care and education of their children.</p> <p>Parents feel more supported and informed.</p> <p>Families are more involved in their school community through attending a range of family learning opportunities.</p> <p>Parents are supported and signposted to specialised services.</p>	<p>Questionnaires/ Parental surveys e.g. National Parental Involvement Engagement Survey.</p> <p>Number of parents participating in Skills for Life programmes.</p> <p>Impact statements from families and schools.</p>

Leadership and skills



What	How	Who	Impact	Measures
<p>GOAL J – SKILLS</p> <p>Enhance the skills associated with parental involvement, parental engagement and family learning amongst practitioners.</p>	<p>We will support parents’ pathways such as accredited learning, accessing Employability hubs, and support single parent families to access ‘Skills for Life Programme’.</p> <p>We will support parents to volunteer in the school or their community and thereby develop parent skills/confidence.</p> <p>We will work alongside Connect (previously SPTC) to provide training for school staff and parents in working with parent councils, family learning, and in improving parental engagement.</p>		<p>Parents will develop positive attitudes towards lifelong learning through an increasing number of opportunities for additional qualifications.</p> <p>Parents move into volunteering, training or employment.</p> <p>Parents build capacity and confidence through volunteering opportunities. Practitioners will have improved skills and knowledge.</p>	<p>Number of parents/ carers completing formalised learning courses.</p> <p>Number of parents volunteering in schools.</p>
<p>GOAL K – PARENTS AS LEADERS</p> <p>Build the capacity of parents, drawing on expertise and supporting them to be involved and engaged in their child’s learning.</p>	<p>Parents will be involved in opportunities for decision making processes such as Partnership Schools, drop ins and ‘Breakfast Blethers’.</p> <p>We will continue to provide opportunities for Parent Councils Chairs to meet formally with senior leaders in NAC and PT Family Learning. We will explore ways for Parent Councils to communicate effectively with each other within GDPR 2018 rules.</p> <p>Schools will involve parents when developing improvement plans and making decisions about the investment of Pupil Equity Funding.</p>	    	<p>Families are part of the decision-making process and include the needs of the school community.</p> <p>Improved communication and engagement. Greater consistency in practice across Parent Council and Parent Forums. Sharing of practice and collaboration among Parent Councils.</p> <p>Parents are aware of school priorities and understand how they can support the school to deliver these.</p>	<p>Number of parents attending consultation processes.</p> <p>Number of parents participating in focus groups, questionnaires.</p> <p>Evaluation and impact statements.</p> <p>Number of parents volunteering or advocating for the school and its initiatives.</p>

<i>What</i>	<i>How</i>	<i>Who</i>	<i>Impact</i>	<i>Measures</i>
<p>GOAL L</p> <p>Ensure that parental involvement and engagement are fully reflected in strategic policies, improvement activity and inspection processes.</p>	<p>Schools will use self-evaluation tools, including 'Learning Together' to support and improve Parental involvement, engagement and Family Learning.</p> <p>NAC will support and challenge schools to evidence parental involvement and engagement and family learning.</p>	<p>S EY</p> <p>SM/HT</p>	<p>Improved parental involvement, engagement and family learning.</p> <p>Evidence will identify parental involvement, engagement and family learning.</p>	<p>Evaluation reports.</p> <p>Improved results in levels of parents involvement and engagement in HMiE Inspection reports.</p> <p>Senior Manager visits – Quality Improvement Framework.</p> <p>Power Bi Family learning report.</p> <p>Parental surveys/questionnaires within schools.</p>
<p>GOAL M</p> <p>Improve the evidence base.</p>	<p>NAC will provide an annual update on Parental Engagement, Involvement and Family Learning.</p> <p>Schools will have access to individual programme outcome data through Power Bi platform.</p>	<p>NAC</p> <p>FLT</p>	<p>Report will shape future developments.</p> <p>Clear evidence of effectiveness of strategy.</p>	<p>Annual report.</p> <p>Power Bi data report for individual schools and overall service data.</p>

<i>What</i>	<i>How</i>	<i>Who</i>	<i>Impact</i>	<i>Measures</i>
<p>GOAL N – FUNDING</p> <p>Provide appropriate levels of funding for parental involvement and engagement.</p>	<p>For the duration of the Attainment Scotland Fund, the Scottish Attainment Challenge will continue to fund the Family Learning Team.</p> <p>Use of pupil equity fund, as part of the Attainment Scotland Fund, will continue to support schools in parental involvement and engagement and reducing barriers to participation e.g. creche, travel costs.</p> <p>Parent groups will be supported to access external funding for parental involvement, engagement and family learning.</p>		<p>Schools are supported in partnership with NAC Family Learning Team to deliver parental engagement and family learning opportunities.</p> <p>Families benefit from opportunities to work alongside the school at no cost/low cost.</p>	<p>Number of programmes being delivered in schools.</p> <p>Impact statements</p> <p>Increased level of funding being accessed by schools and parent groups.</p>

3. Complaints/ Sharing Concerns

North Ayrshire Council aim to provide a high-quality service for all children and parents and ensure policies and procedures are in place to foster positive relationships. Effective communication is key and we acknowledge that there may be times when parents wish to express concerns around council services. The council guidance will support parents to feel confident that their concern will be addressed, and a resolution found which is in the best interest of the child. During the process, parents should feel that their concerns are being listened to and their rights are being adhered to. In the first instance, parents first point of contact should be the school. Any more serious complex complaints will follow the complaints procedure guidance and be investigated and responded to by Senior Managers within the Education service.

www.north-ayrshire.gov.uk/Documents/CorporateServices/ITCustServices/complaints-leaflet.pdf

Complaints Procedure

You can make your complaint in person, by phone, email or in writing.

We have a **two-stage complaints procedure**.

Stage One:

FRONTLINE RESOLUTION

We will try to resolve your complaint quickly, within **five working days** if we can. If you are dissatisfied with our response, you can ask us to consider your complaint at Stage Two.

Stage Two:

INVESTIGATION

We will acknowledge your complaint within **three working days** and aim to give you a decision within 20 working days (unless there is a good reason for needing more time).

The Scottish Public Services Ombudsman (SPSO)

If you remain dissatisfied after receiving our final decision, you can ask the SPSO to consider it. We will tell you how to do this when we send you our final decision.

4. Definitions

(Learning Together Action plan, 2018-2022)

PARENT/S

The term “parents” means anyone with parental responsibilities and others who care for or look after children or young people. The plan acknowledges that individual family units will comprise a wider range of people who might also contribute to a child’s learning at home experiences. Although the plan is titled a ‘parental’ involvement and engagement plan, there are a wide variety of parenting roles. The plan recognises the important role of grandparents, kinship carers, foster parents, wider family (uncles, aunts, cousins) and separated parents. The term “parents” and “parents and carers” are therefore used interchangeably throughout this plan.

PARENTAL INVOLVEMENT

Parental involvement describes the ways in which parents can get involved in the life and work of the early learning and childcare setting or school or the ways that parents can get involved in “schooling”. Parental involvement includes activities such as parental representation in the development of policies, improvement plans and key decisions. It can include involvement in the life and work of the establishment, for instance through volunteering opportunities. Parental involvement can also include help with homework or keeping track of children’s work and on-going, two-way communication between home and school or early learning and childcare setting.

PARENTAL ENGAGEMENT

Parental engagement is about parents’ and families’ interaction with their child’s learning. It can take place in the home, at school or in the community. Where it takes place is not important. The important thing is the quality of the parent’s engagement with their child’s learning, the positive impact that it can have and the interaction and mutual development that can occur as a result of that interaction.

FAMILY LEARNING

Family learning encourages family members to learn together as and within a family, with a focus on intergenerational learning. Family learning activities can also be designed to enable parents to learn how to support their children’s learning. ‘Family learning is a powerful method of engagement and learning which can foster positive attitudes towards life-long learning, promote socio-economic resilience and challenge educational disadvantage’ (Scottish Family Learning Network, 2016)

Useful Websites

www.gov.scot/publications/learning-together-scotlands-national-action-plan-parental-involvement-parental-engagement/

www.scottishbooktrust.com

www.peeple.org.uk

www.incredibleyears.com

www.triplep-parenting.uk.net/uk-en/triple-p/

www.savethechildren.org.uk/what-we-do/uk-work/in-schools/families-connect

www.celcis.org/knowledge-bank/parents-partnership-2017-north-ayrshire-evaluation-report/

playbackice.com

www1.ayrshire.ac.uk

www.north-ayrshire.gov.uk/education-and-learning/school-meals/holiday-school-meals.aspx

www.north-ayrshire.gov.uk/education-and-learning/grants-and-allowances/footwear-clothing-and-free-school-meals.aspx

www.gov.scot/publications/child-chance-tackling-child-poverty-delivery-plan-2018-22/





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